

WHAT IS MENTAL ILLNESS?

Serious long-term mental illness describes disorders that cause severe disturbances in thinking, feeling and relating that result in a substantially diminished capacity for coping with the ordinary demands of life. Mental illness may affect anyone, regardless of age, sex, race, income, religion or education. One in every five Americans experiences mental illness at least once in a lifetime or experiences numerous or persistent episodes.



The majority of psychiatric disorders can be effectively treated.



COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF HEALTH AND
HUMAN SERVICES
DEPARTMENT OF MENTAL HEALTH

25 Staniford Street
Boston, MA 02114

Phone: 617-626-8000
Fax: 617-626-8131
TTY: 617-727-9842
www.mass.gov/dmh

MASSACHUSETTS DEPARTMENT OF MENTAL HEALTH

A QUICK GUIDE



617-626-8000
www.mass.gov/dmh

DEPARTMENT OF MENTAL HEALTH

Our Mission

The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work and participate in their communities. The Department establishes standards to ensure effective and culturally competent care to promote recovery. The Department sets policy, promotes self-determination, protects human rights and supports mental health training and research. This critical mission is accomplished by working in partnership with other state agencies, individuals, families, providers and communities.

Accessing Services

The Massachusetts Department of Mental Health (DMH) sets the standards for operating mental health facilities and community residential programs and provides clinical, rehabilitative and supportive services for adults with serious mental illness and children and adolescents with serious mental illness or serious emotional disturbance.

DMH Service Application Forms are available on the DMH web site at

www.mass.gov/dmh

Click on “Accessing Mental Health Services.” Service Application Forms are also available at DMH Area Offices (contact information listed in this brochure) and at acute inpatient psychiatric facilities and in many community programs throughout the Commonwealth. DMH can provide translators for other languages if necessary and provide other assistance as needed. Call the DMH Central Office in Boston at 617-626-8000 if you need translation assistance.

Eligibility for DMH services is based on clinical criteria, whether a person requires DMH continuing care services in the hospital, whether current insurance is available or sufficient to provide for needed hospitalization services and whether other appropriate services from public or private entities are available.

DMH Area Offices

CENTRAL OFFICE
25 Staniford Street
Boston, MA 02114
617-626-8000
TTY: 617-727-9842
FAX: 617-626-8131

WESTERN MASSACHUSETTS AREA
P.O. Box 389
Northampton, MA 01061-6205
413-587-6200
TTY: 413-586-6592
FAX: 413-587-6205

CENTRAL MASSACHUSETTS AREA
Worcester State Hospital
305 Belmont Street
Worcester, MA 01604
508-368-3838
TTY: 508-752-0127
FAX: 508-363-1500

NORTH EAST AREA
P.O. Box 387
Tewksbury, MA 01876-5091
978-863-5000
TTY: 978-640-1193
FAX: 978-863-5091

METRO SUBURBAN AREA
Westborough State Hospital
P.O. Box 288 — Lyman Street
Westborough, MA 01581
508-616-3500
TTY: 508-616-3533
FAX: 508-616-3599

SOUTHEASTERN MASSACHUSETTS AREA
Brockton Multi-Service Center
165 Quincy Street
Brockton, MA 02302
508-897-2000
TTY: 508-897-2224
FAX: 508-897-2024

METRO BOSTON AREA
85 East Newton Street
Boston, MA 02118
617-626-9200
TTY: 617-626-8912
FAX: 617-626-9216